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CONFIRMATION NO. 5527

Bib Data Sheet

<b>SERIAL NUMBER</b> 09/774,944	<b>FILING OR 371(c) DATE</b> 01/30/2001 <b>RULE</b>	<b>CLASS</b> 709	<b>GROUP ART UNIT</b> 2145	<b>ATTORNEY DOCKET NO.</b> 47524/P152US/IVLP
<b>APPLICANTS</b> Justin Broughton, Fresno, CA; Kevin J. McPartlan, Saratoga, CA; Elizabeth Rodgers, San Jose, CA; Robert S. Rodgers, San Jose, CA; Ivan Covdy, San Jose, CA; Roy Ho, San Jose, CA; Carl Raymond Kowalski, Fremont, CA; D. Thompson McCalmont, San Jose, CA; Art Stine, Sunnyvale, CA;				
<b>** CONTINUING DATA *****</b>  <b>** FOREIGN APPLICATIONS *****</b>				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 03/13/2001</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged _____ Examiner's Signature _____ Initials _____		<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 23	<b>TOTAL CLAIMS</b> 60
		<b>INDEPENDENT CLAIMS</b> 13		
<b>ADDRESS</b> 28960				
<b>TITLE</b> DIGITAL MULTIMEDIA CONTACT CENTER WITH TIER ESCALATION AND DEESCALATION IN RESPONSE TO CHANGED CRITERIA				
<b>FILING FEE RECEIVED</b> 2360	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	